

Best practices for Bugzilla and Bug reporting

Holger “Holgi” Sickenberg

Project Manager QA

holgi@opensuse.org



Contribute to openSUSE

As a non-developer

- Recommend to others
- Help other users on IRC/mailing lists/forums
- Write documentation
- Blog/Twitter
- Test Milestones, Betas, RCs, GMCs and Factory
- Write Bug reports
- Screen/work on Bug reports

That's quite easy!

What is a Bug report?



You made a mistake!

Reaction can be different



Happy about your feedback and interested in fixing problem quickly



Neutral and maybe willing to fix



Pushing back and not willing to fix

Be aware!

What makes work hard for developers

- Bad/incomplete bug reports
 - Not mentioning enough information (e.g. piece of software you are using, what in particular is not working for you)
 - Missing log files/screen shots
 - Assigned to wrong product or component
- Duplicate bug reports
- Adding other problems to existing Bug reports
 - also adding similar problems to Bug reports of other problems (e.g. add problems with 12.2 to 12.1 reports)
- Unresponsive reporters

Keep in mind!

openSUSE's tool for Bug reports

- Bugzilla
 - Access at bugzilla.novell.com
 - You need to have a Novell account

Demo – Creating a Bug report

Create a Bug report

#1

- Login to Bugzilla
- Notice part “Bug Writing FAQs” and link to “[Submitting Bug Reports](#)” documentation
- Select “New” in gray tool bar or “Enter a bug” link
- Select Product Line (“openSUSE”) and Product (e.g. “openSUSE 12.2”)

Create a Bug report

#2

- Step 1

Search for existing Bug reports

- Check “frequently reported bugs” section
- Use search text field
 - Case: Bugs exist
 - check if any of the Bugs really describes your problem exactly
 - add more helpful information **if necessary**
 - add yourself in CC list
 - Case: Bug does not exist
 - Create a Bug report

Create a Bug report

#3

- Step 2

Give Information

- Component (e.g. “YaST2”)
 - See green description next to box when selecting component!
- Hardware Platform (e.g. “x86-64”)
- Operating System (e.g. “openSUSE 12.2”)
- Product Version (e.g. “Final”)

Take the time!

Create a Bug report

#4

- Step 2 continued

Give Information

- Summary (very important!)
 - A sentence which summarizes the problem
 - Please be descriptive and use lots of keywords
- Details (most important!)
 - Expand on the Summary
 - Please be as specific as possible about what is wrong
- Reproducibility
 - Is problem happen all the time or just sometimes or under special circumstances (if so – also add to “Details”)

Create a Bug report

#5

- Step 2 continued

Give Information

- Steps to Reproduce
 - Describe how to reproduce the problem, step by step
 - Include any special setup steps.
- Actual Results
 - What happened after you performed the steps above?
- Expected Results
 - What should the software have done instead?
- Attachment
 - Upload a helpful attachment (e.g. a screenshot or a log file.)

Create a Bug report

#6

- Step 2 continued

Give Information

– Additional Information

- Any additional information you feel may be relevant to this bug (e.g. window manager you are using, themes, special information about your computer's configuration, does problem also exist with a users with a new created home directory)
- Any information longer than a few lines, such as a stack trace or HTML testcase, should be added as an attachment

– Severity

- How serious s the problem?
- Is your bug is a request for a new feature?



Create a Bug report

#7

- Step 3
Submit the bug report
- Step 4
Check for error messages and provide/correct information if necessary
- If necessary add more attachments

Maintain your Bug report

- You will get mails for every change in the Bug report that is not done by you
 - Read them
 - Check if there is any question or action item for you (e.g. add additional log files) – maybe no NEEDINFO
 - Check if a developer is picking up the problem – if not try to find out who could be responsible and assign bug to him/her
 - Check if comments of the developer make sense or tell him/her if he/she misunderstands the problem
 - Change the status of the Bug report accordingly

Hints (not just) for developers

- Make sure you are using the “NEEDINFO” flag correct
- Mark duplicate Bug reports just in case you are sure this is really the very same
- Always maintain status of your Bug reports
- Hint for experienced Bug reporters:
 - Remove the part “[?format=guided](#)” from URL to get the usual create Bug report view

Questions?

Links, Mailing lists & IRC

- <http://bugzilla.novell.com/>
- http://en.opensuse.org/openSUSE:Submitting_bug_reports
- http://en.opensuse.org/openSUSE:Bug_reporting_FAQ
- <http://en.opensuse.org/openSUSE:Testing>
- http://en.opensuse.org/openSUSE:Bug_definitions

- opensuse-testing@opensuse.org
- opensuse-factory@opensuse.org

- <irc://irc.freenode.net/opensuse-testing>

Contribute to openSUSE!

Thank you.



